Vivun Inc. - Sub Processors Operational Entities

Vivun uses sub-processors (listed below), to assist in providing services as described in our Terms of Service or a similar master services agreement customers may have signed with us.

Product Infrastructure and Operation Third-Party Sub-Processors				
Entity Name	**Subject Matter of the Processing**	**Processed Data**	**Location**	**Impacted Products/Services**
Amazon Web Services, Inc.	Infrastructure provider for the production proxy API that exposes endpoints for: Web Application, Browser Extension and native iOS and Android mobile apps.	All data that passes through production APIs.	USA	All
Google LLC	Google Analytics: Application usage and traffic statistics	URLs, IP addresses	USA	All
Functional Software, Inc. dba Sentry.io	Client crash reporting statistics and aggregation.	IP addresses, email addresses, usernames	USA	All
Salesforce	Infrastructure provider for the managed package.	All data uploaded to and collected by the application.	USA	All
Altassian, Inc.	Statuspage.io: System status communications	IP addresses, email addresses, usernames	USA	All
Amplitude	Application usage, associated metrics, and provider for in-application tutorials. Problem troubleshooting	Application usage, associated metrics, and provider for in-application tutorials. User session	USA	AVA, AVA ASSIST/AI Sales Agent/HERO

	and resolution for usability issues	recordings, including network and console logs. User information, including: email, name, and role.		
Snowflake	Application and infrastructure support and cloud computing based data warehousing	All data uploaded to and collected by the application.	USA	All
Confluent Cloud	Managed Kafka Provider, Data Streaming from/into internal Data Storage, Stream Processing, Interservice Communication	All data uploaded to and collected by the application.	USA	All
Okta, Inc.	SMoP - Auth0: auth, user management, and access management	Processed Data - IP addresses, email addresses, usernames, passwords, auth tokens, identifying user information, third party credentials, and all data uploaded to and collected by the application.	USA	All
OpenAI	Support general product offerings via natural language processing	All data uploaded to and collected by the application.	USA	All
Sigma Computing	Infrastructure provider for the visualization of metrics and analytics within the application	All customer production data	AWS, us-west-2 (Oregon)	All
Monte Carlo	Data Observability Platform	Data quality checks, data cataloguing	AWS. us-west-2 (Oregon)	All
You.com	Public web search for AVA products	All data uploaded to and collected by the application.	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Langchain	Application quality and associated metrics (Langsmith)	All data uploaded to and collected by the application.	USA	AVA, AVA ASSIST/AI Sales Agent/HERO

Anam.ai	AI Virtual Persona, such as Voice or Avatar	All data uploaded to and collected by the application.	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Recall.ai	API for meeting bot platforms	All meeting data processed by the application	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Cerebras Systems	Support AI Virtual Persona, and to provide Natural Language Processing	All data uploaded to and collected by the application	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Support Services Third-Party Sub-Processors				
Entity Name	**Subject Matter of the Processing**	**Processed Data**	**Location**	**Impacted Products/Services**
Atlassian, Inc.	Internal tracking of issued worked by Support and Customer Success services:	Email addresses, usernames, data submitted with user tickets to the support service	USA	All products, not including AVA
Google LLC	G Suite: ● Document Storage and Company email for internal and external communication ● email communications with customers and document storage	Email addresses, usernames, data submitted to the support services	USA	All
Slack Technologies, Inc.	● Company Internal Communication ● Internal communications for Customer Support services operators	Email addresses, usernames, data submitted to the support services	USA	All
Zoom	Videoconferencing tool that may be used for communication with customers during support calls	User Profile information (including name and email), device/hardware information, video/audio recordings, chat correspondence, video/audio transcripts,	USA	All

		Telephone Usage Data, IP addresses, MAC Address		
Observe, Inc.	Monitoring of Vivun Application Logs, Metrics, and Traces	IP Addresses, Email Addresses, Usernames, Organization and User Identifiers	USA	All
Fullstory	Problem troubleshooting and resolution for usability issues	User session recordings, including network and console logs	USA	All
Linear Orbit, Inc (Linear)	Internal tracking of issued worked by Support and Customer Success services:	Email addresses, usernames, data submitted with user tickets to the support service	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Intercom	Ticketing service for inbound application customer support and knowledge base.	IP addresses, email addresses, usernames, data submitted by user with the ticket to the support service.	USA	All
Livekit	Provider of Speech-to-Text (STT), Text-to-Speech (TTS), WebRTC and SIP functionality.	Data provided and ingested for AVA Voice Capabilities	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Perplexity	Automated Information Retrieval and Assisted Search	General Customer Web Search Queries	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Deepgram	Provider of Speech-to-Text (STT) functionality.	Audio data received by the services	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Cartesia	Provider of Text-to-Speech (TTS) functionality.	Text and Audio data received by the services	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
Hubspot	Internal database for customer data and	Contact information, activity information,	USA	AVA, AVA ASSIST/AI Sales Agent/HERO via Public

	marketing information	company information, usage and related metrics		sign up only - not applicable to enterprise customers
Stripe	Maintains customer facing invoicing and billing, including tax and related financial information,	Financial information pertaining to PLG driven customers, including statistical usage information, customer contracts, and invoicing related data.	USA	Meethero.AI subscribers
Anthropic	Support general product offerings via natural language processing	All data uploaded to and collected by the application	USA	AVA, AVA ASSIST/AI Sales Agent/Hero
Mailgun Technologies, Inc.	Transactional email delivery: one-time access codes for shared AVA demos, AVA access-request notices, and HERO team invitations and join requests	Recipient email addresses; names and email addresses of the people sending invitations or requesting access; organization names; email content such as one-time codes and invitation links; delivery events, including bounce and complaint suppression lists	USA	AVA, AVA ASSIST/AI Sales Agent/HERO